

VenkateshPuppala

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CareerObjective

Seeking a position that provides a chance to prove my knowledge and skills in a challenging and Promotional environment while being innovative, sincere and hardworking.

ProfessionalProfile

3 years experienced as a Senior Service Engineer in the Product support and Maintenance.
Successful in meeting new technical challenges and finding solutions to meet the needs of the customer.

TechnicalQualities

ProductSupport&Maintenance

- Good understanding of Electrical Drawings, Planning of Projects, Erection & Maintenance.
- Both practical as well as theoretical knowledge of Different Electrical Instruments.
- Working more efficiently and productively so that at maximum output comes.

StrategicPlanning

- Regular analysis of organizations Electrical Load Consumption with Ratios and analysis.
- Planning & scheduling assignments to achieve pre-set goals within time parameters.

ComputerProficiency

- Well versed in Windows 10, Windows XP and Windows 7.
- Proficiency in MS-Office
- Good understanding of Internet tools.

Industry

- Manufacturing

AreasofExpertise

- Requirement Analysis & Documentation
- Product Maintenance & Support
- Issue Resolving

SkillSet

- Word Deep-sea controllers.
- Sedemac Controllers and Governors cards.
- EST
- NIRA
- Dexter
- Housewiring

Education

- Graduated in Bachelor of Electrical & Electronics Engineering in 2018 from Narasaraopeta Engineering College with 76%
- Passed out Diploma in 2015 from Sri Chundi Ranganayakulu Engineering College with 81%
- Passed out 10th in 2012 from SVNRP Public School, with 8.3 GPA

Achievements

- One month internship in Diya electrical Transformers and services.
- Six months industrial training in viveka innovation technologies as part of diploma
- Housewiring from skill upgradation
- KOEL CARE STAR of the Month of December 2021.
- KOEL CARE SAMMAN AWARD for Q4 of Jan 21 to March 2021.
- Best Product Support Award in BSIV Industrial Engines

Experience Summary:

- Working as Senior Service Engineer since January 2023 in **ELGI EQUIPMENTS LIMITED, Coimbatore.**
- Worked as Product Service Engineer since November 2019 in **Kirloskar Oil Engines PVT LTD, Pune.**
- Worked as Trainer cum Developer from 2018 to November 2019 in **APSSDC, Vijaya wada.**

Chronology of Experience

Current Industry: ELGI EQUIPMENTS LIMITED

CLIENT PROFILE: Established in 1960 and Headquartered at Elgi Equipment's Limited, Elgi Industrial Complex, Singanailur, Coimbatore.

ELGI manufactures a wide range of air compressors for today's industrial requirements. We offer an extensive range of air compressors and accessories from time-tested, robust workhorses to advanced, sophisticated compressed air solutions. Our products are designed and manufactured to offer high-quality, reliable, and energy-efficient compressed air solutions across industries from agriculture to construction, mining, manufacturing and so on. There are different air compressors based on their uses, such as oil-free air compressors, oil-lubricated air compressors and piston air compressors.

Roles and Responsibilities:

- Complaints Tracking & On-time closure
- Register, monitor and analyse Complaint Register and Weekly/Monthly reports capturing analytic data
- Carry out RCA and CAPA to ensure continued customer satisfaction
- Health monitoring, Industry account ownership, Field Closure Reports and Installation Matrix update and analysis
- Customer satisfaction
- Performance certificates, service complaint on-time closure, installation matrix
- Driving Schedule Service for on-time execution.
- Field complaint attend, report & review with backend team for all segments.
- Field complaint, I&C analysis and keep updating to the company and customer

Previous Organization: Kirloskar Oil Engines

CLIENT PROFILE:

Established in 1888 and Headquartered at Pune, Maharashtra, India

Power generation specialized in the manufacture of Air-cooled and liquid-cooled diesel engines and Gen sets offering a wider range of power outputs. Strong presence in industrial engines where power is used in earthmoving construction, mining, fluid handling, material handling equipment and marine applications.

Roles and Responsibilities:

- Attending critical Product failures at field
- Extending technical support to Dealership/Guidance and on job training
- Sharing the first-hand feedback and site inputs with HO for critical & major product failures.
- Monitoring the open service requests on a daily basis in order to improve MTTR
- Driving CSP for on-time execution
- Ensuring high level of CDI score at dealerships (Customer Delight)
- Periodical Site audits in order to improve service quality on ground.
- Prepare Minutes of meeting with OEM & GOEM.
- OEM Operator Training Program and on Job Training for Service Engineers.
- Preparing Monthly PPT's on Performance review.
- Attending Critical Complaints of New Products (BSIV, CRDI.)

Previous Organization: Skill Development Corporation

CLIENT PROFILE:

APSSDC is a unique organization formed as a Public Private Partnership (PPP) corporation to promote skill development & entrepreneurship in the state of Andhra Pradesh. The Corporation is incorporated as a Section-8 company (not-for-profit) with a private equity component of 51% and 49% by Govt.

Roles and Responsibilities:

- Conducting Workshops for Engineering Students
- Giving the Training to students on embedded systems and Arduino
- Giving Guidelines Mini Projects for Diploma students & Engineering Students.

PERSONALDETAILS:

Date of Birth	:03-September-1997
CurrentLocation	:Vijayawada
PermanentAddress	:C/O Perecherla, GunturDistrict, AndhraPradesh -522005.

DECLARATION:

I hereby declare that the statements made above are true, complete and correct to the best of my knowledge and belief.

Place:

Date:

Signature: **VenkateshPuppala**